

## **Terms and Conditions.**

1. For individual lesson bookings, once lessons have been booked in, 48 hours notice is required before the lesson is due to start to cancel your lesson and receive a full refund. If the lesson is cancelled with more than 24 hours but less than 48 hours you will receive a 50% refund. If less than 24 hours notice is given the lesson will be charged at full.
2. Block bookings are non-refundable. This does not affect your statutory rights or cooling-off period.
3. The client is responsible for ensuring that they are available for the arranged lesson as confirmed with Ashleigh. Delays or any technical interruptions encroaching into this time will be considered as time provided.
4. Should a lesson be missed by Ashleigh for whatever reason, the teacher will either provide a replacement lesson at an agreed time or issue a credit note.
5. If a lesson has to be missed and the notice couldn't be given there are alternative options to receive your lesson/guidance in additional ways. Contact Ashleigh for more information on your options.

## **Cancellation Policy for Recurring Lessons and Block Bookings**

Your appointments and development are very important to us and in an ideal world we would love for all our students and clients to attend each booked lesson. We understand that sometimes life happens and you may need to skip or cancel a lesson. If you need to cancel or reschedule your appointment we have the following policy in place.

Our Policy:

- If you wish to cancel your lesson (skip a week/holidays etc) 7 days notice is required. If you need to reschedule your lesson a minimum of 48 hours notice is required.
- If the above notice is not given for either cancellation requests or rescheduling requests the lesson will still be charged.

### **Things We Can Do If You Have To Miss Your Class**

We understand that attending every class isn't always possible so there are a variety of things we can do to ensure that you still get the value of your one-to-one booking even if you can't make the class.

- We can have a one-way video call with cameras off in more of a 'seminar' style.
- I can spend the time I allotted to you researching a vocal/music question or topic of your choice and then share the information with you.
- I can create some material as a recorded video lesson for you to work through in your own time.
- The time of your lesson can be used creating a listening list for a singer study or a vocal quality study that you can then access and work on in your own time through the week.
- We can work by the student sending me video recordings of their practice to receive critique that way.

And many more options!